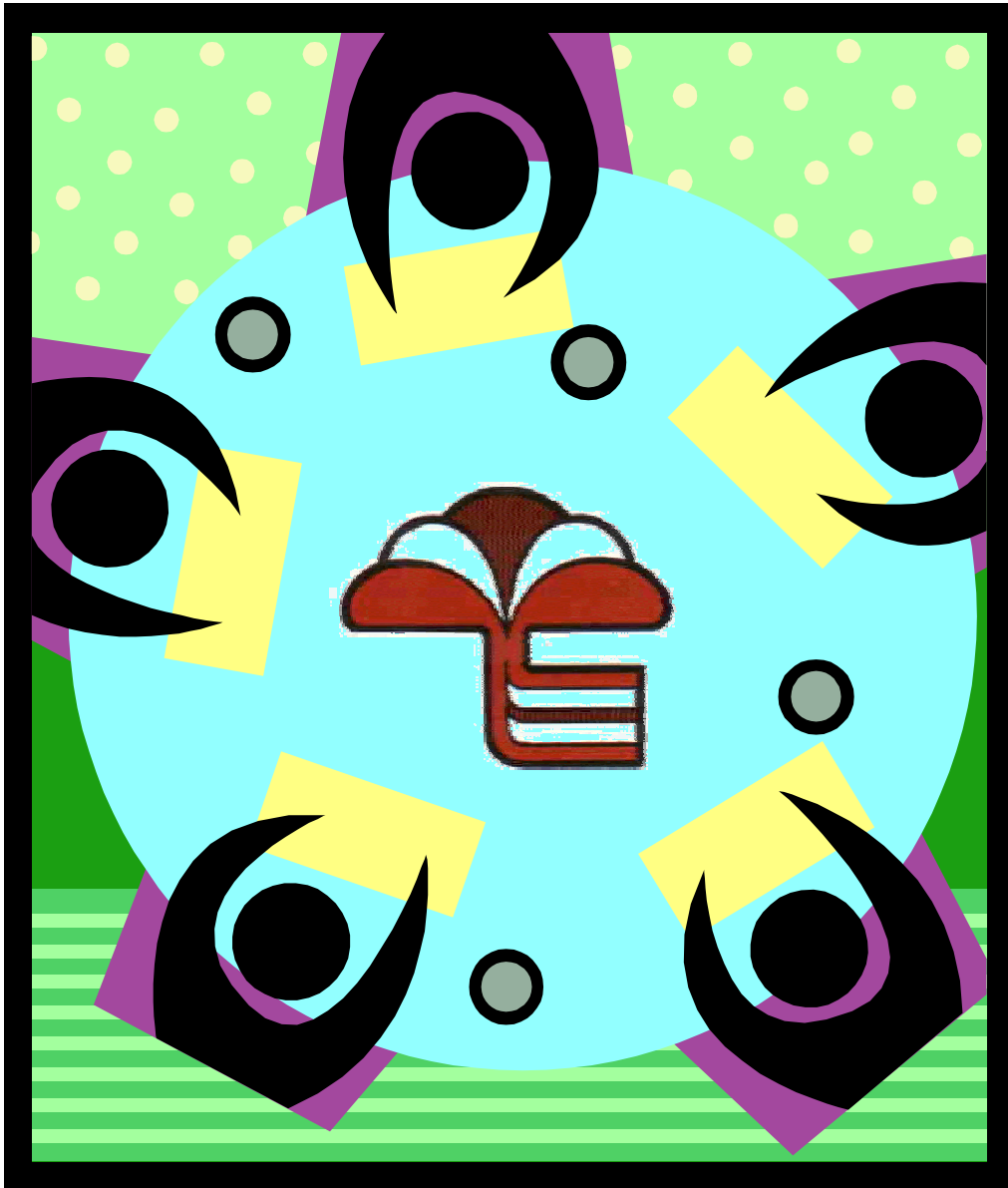


# Missouri Organizing Protocols for Community Disaster Recovery Mechanism



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## BACKGROUND:

Missouri has experienced several sizeable disasters in recent years. Some received a federal declaration, while most did not. Voluntary agencies are usually the leader in providing front-line immediate and long-term recovery assistance to those affected regardless of declaration status. Government organizations usually play substantial roles in the response and recovery efforts but are sometimes resource limited; especially without a federal Declaration. The community response begins immediately following the disaster impacting the community. To be most efficient, the near-term and long-term response should be coordinated.

Missouri Voluntary Organizations Active in Disaster (MOVOAD) serves member organizations through communication, cooperation, coordination, education, leadership development, mitigation, convening mechanisms, and outreach. MOVOAD is a supporting collaborative, not a direct response organization. It is through its commitment as a convening mechanism that MOVAOD can have a positive impact on the community response efforts. It is under the obligation of that commitment that we create these organizing protocols.

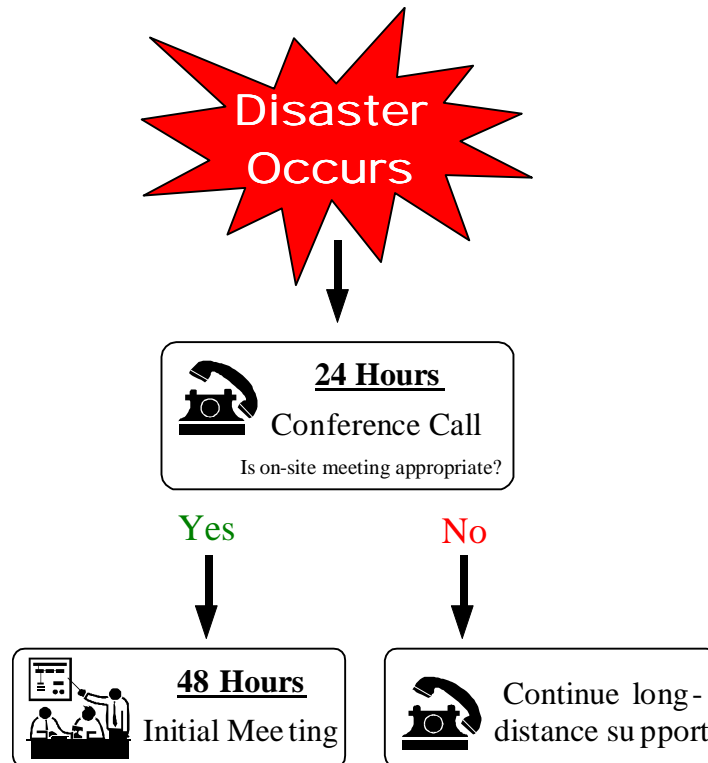
Missouri is fortunate to have a very active state VOAD. The State Emergency Management Agency recognizes the value of voluntary agencies and has appointed a full time position to support volunteer agency efforts; the Statewide Volunteer Coordinator.

MOVOAD understands that each member agency possess certain program areas of expertise targeted at different phases of the response and recovery process. No member agency has consistent strength or presence in every community or county within the state. For many, the level of response in any particular geographical area is greatly influenced by the performance of their local affiliates; many of which are somewhat autonomous from the parent organization. Our intent is to get agencies with the desire and resources to act matched with community needs.

In the past few years, MOVOAD, with substantial input, expertise, and dedication of the SEMA Statewide Volunteer Coordinator, has developed and refined a convening process that seems to be very effective in Missouri communities. It has been field tested with recurring positive success. This document will capture that corporate memory from those select few, so that it may be available to many.

## ORGANIZING PROTOCOLS:

The time frames stated are maximum limits. If tasks can be accomplished sooner, it is preferred. Any member agency learning of a situation creating substantial community needs should contact the SEMA Statewide Volunteer Coordinator or Chair of Missouri VOAD to activate this protocol plan. Since the impact on a community varies greatly as influenced by the community's preparedness level and type, size, and scope of the disaster, there is no minimum impact required or threshold for activation of this protocol plan.



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## 24 Hours - Conference Call

*Within 24 hours of a disaster's occurrence, a conference call will be held to assess the situation.*

Those on the conference call should include:

- Executive committee of MOVOAD
- SEMA Statewide Volunteer Coordinator
- FEMA VOLAG
- Sub-State VOAD Chair or designee (if one exists in the affected area)
- Representatives of voluntary agencies taking the most active roles in the response efforts (limit 2 agencies just to keep the call manageable)

The call should address the following topics:

- ✓ Identify affected communities
- ✓ Impact on the community
- ✓ Status of the response
- ✓ Viability of convening a community task force to address needs
- ✓ Detail most pressing needs and prioritize
- ✓ Share historical response knowledge and intellectual resources that may immediately aid those in the field to improve their response.
- ✓ ***Would an initial coordination meeting be helpful? (If yes, go to next page for initial meeting. If no, continue to give support as necessary to responding organizations and agencies.)***



## 48 Hours - Initial Meeting

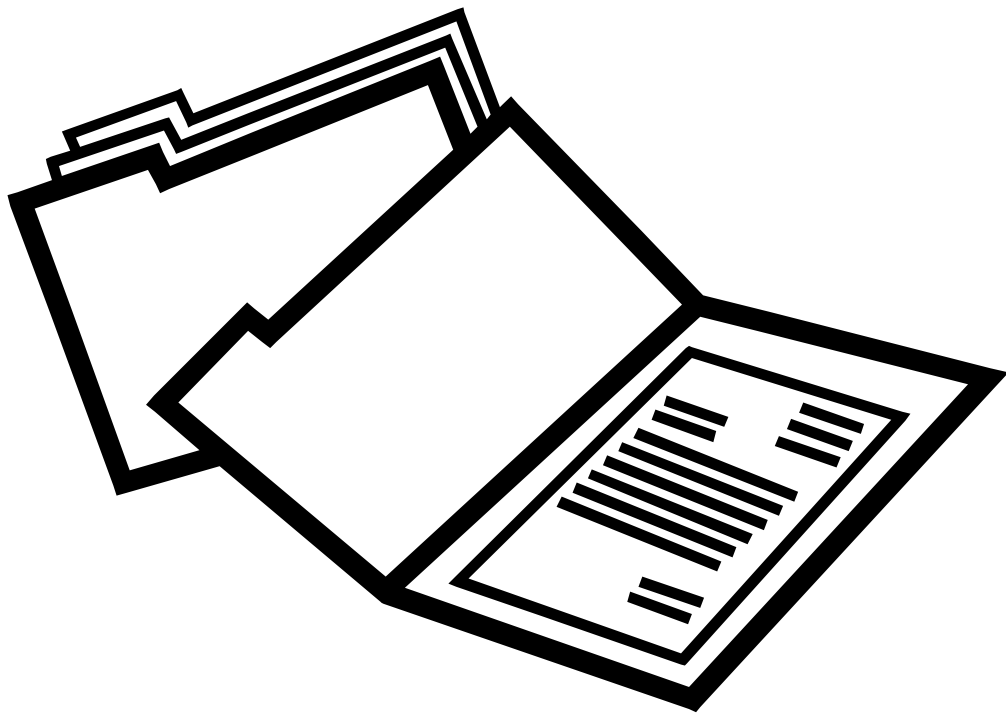
*Within 48 hours of a disaster's occurrence, a meeting will be held in the affected area to establish a task force to support response efforts.*

**The SEMA Statewide Volunteer Coordinator (or designee) will immediately report to the affected area.** If there is a sub-state VOAD in the area, the Chair (or designee) will work with the SEMA Statewide Volunteer Coordinator to complete the following tasks:

- ✓ Find a host location for the initial meeting. Establish a date and time.
- ✓ Request assistance of 2-3 Ameri-Corps Emergency Response Team members to support the initial meeting and subsequent task force operations. Support logistical needs (lodging, food, etc.) as possible for the Ameri-Corps team.
- ✓ Research and determine what organizations and agencies are involved in the response. These include VOADs, government agencies, utility companies, emergency management agencies, etc. Begin collecting contact information so invitations may be extended.

**The Ameri-Corps Emergency Response Team from St. Louis (or designees) will immediately dispatch 2-3 team members to the affected area** to support the initial meeting and subsequent task force operations. They will work under the direction and supervision of the SEMA Statewide Volunteer Coordinator until the initial meeting is held. Thereafter, they will work under the task force lead agency representative. They will initially complete the following tasks:

- ✓ Continue efforts of SEMA Statewide Volunteer Coordinator to collect contact information on relevant community organizations and agencies.
- ✓ Ensure invitations are extended to agencies involved in the emergency response phase. This is usually done via telephone calls.
- ✓ Work with the SEMA Statewide Volunteer Coordinator to identify agencies that will be participating in the recovery phase and extend invitations to attend.
- ✓ In addition to above invitations, send meeting details to all MOVOAD members via email at [Missouri\\_VOAD@yahoogroups.com](mailto:Missouri_VOAD@yahoogroups.com)
- ✓ Ensure a printed agenda is available for the initial meeting.
- ✓ Establish email account for task force at <http://www.hotmail.com>
- ✓ Establish email list server for the task force at <http://www.yahooogroups.com>
- ✓ Schedule Ameri-Corps members to staff the registration desk at the meeting.
- ✓ Support other initial meeting needs as necessary.



## Tools for Initial Meeting

## **Role of the Task Force**

Remember:

The role of the task force is to support agencies who are providing response. The task force is not, nor should it ever become, a direct response entity.

Needs should be met through supporting and/or expanding existing organizations.





## Invitation List for Initial Meeting

Below is a sampling of common invitees. Due to the variety of groups in any given community, it will never be intended as an all inclusive list.

<a href="#"><u>American Baptist Men USA</u></a>	<a href="#"><u>*Lutheran Disaster Response</u></a>
<a href="#"><u>*Adventist Community Services</u></a>	<a href="#"><u>Mennonite Disaster Services</u></a>
<a href="#"><u>American Radio Relay League</u></a>	<a href="#"><u>*Ministerial Alliance</u></a>
<a href="#"><u>*American Red Cross</u></a>	<a href="#"><u>National Emergency Response Team</u></a>
<a href="#"><u>America's Second Harvest</u></a>	<a href="#"><u>National Organization for Victim Assistance</u></a>
<a href="#"><u>*Americorps</u></a>	<a href="#"><u>Nazarene Disaster Response</u></a>
<a href="#"><u>Ananda Marga Universal Relief Team</u></a>	<a href="#"><u>Northwest Medical Teams International</u></a>
<a href="#"><u>Catholic Charities USA</u></a>	<a href="#"><u>The Phoenix Society For Burn Survivors</u></a>
<a href="#"><u>Christian Disaster Response</u></a>	<a href="#"><u>The Points Of Light Foundation</u></a>
<a href="#"><u>Christian Reformed World Relief Committee</u></a>	Police Departments
<a href="#"><u>Church Of The Brethren</u></a>	<a href="#"><u>Presbyterian Disaster Assistance</u></a>
<a href="#"><u>Church World Service</u></a>	<a href="#"><u>REACT International</u></a>
Council of Churches	<a href="#"><u>*The Salvation Army</u></a>
<a href="#"><u>*Department of Social Services</u></a>	<a href="#"><u>*SEMA Area Coordinator</u></a>
<a href="#"><u>*Dept. of Health &amp; Senior Services</u></a>	Sheriff's Departments
<a href="#"><u>*Division of Family Services</u></a>	<a href="#"><u>Society Of St. Vincent De Paul</u></a>
Department of Health	<a href="#"><u>*Southern Baptist Disaster Relief</u></a>
<a href="#"><u>*Emergency Management Agency (local)</u></a>	<a href="#"><u>*University Outreach and Extension (MU)</u></a>
<a href="#"><u>Episcopal Relief and Development</u></a>	Utility Companies
<a href="#"><u>*FEMA Voluntary Agency Liaison</u></a>	<a href="#"><u>United Jewish Communities</u></a>
Fire Departments	<a href="#"><u>*United Methodist Committee On Relief</u></a>
<a href="#"><u>Friends Disaster Service</u></a>	<a href="#"><u>United States Service Command</u></a>
<a href="#"><u>Humane Society of the United States</u></a>	<a href="#"><u>*United Way</u></a>
<a href="#"><u>International Relief Friendship Foundation</u></a>	<a href="#"><u>Volunteers of America</u></a>
<a href="#"><u>International Aid</u></a>	<a href="#"><u>World Vision</u></a>

\* = Organizations and agencies who historically have been very active in multiple Missouri Disaster Responses

(Hyperlink provided in the electronic version of this document. Just click on the underlined organization and be whisked away to their home page. Most web sites have capabilities to find local affiliates.)

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# Recovery Task Force

## Initial Meeting - Sample Agenda-

### I. Introductions

Each person in the room states their name and organization they represent.

SEMA Statewide Vol. Coordinator  
(or Chair of local sub-state VOAD if appropriate)

### II. Purpose for Meeting

To establish a community task force to coordinate response efforts. The task force is a short term mechanism to coordinate response efforts to this particular disaster event. It a forum to share needs and discover or create resources to meet those needs.

SEMA Statewide Vol. Coordinator  
(or Chair of local sub-state VOAD if appropriate)

### III. Select a Lead Agency

Those in attendance should agree on a lead agency to chair the task force. Usually, this lead agency is fairly obvious. When the lead agency is fairly obvious, it is best to arrive at the meeting having already securing their commitment to fill that role if those in attendance so choose. The lead agency can change as time passes and response enters different phases.

SEMA Statewide Vol. Coordinator  
(or Chair of local sub-state VOAD if appropriate)

### IV. Situation Update

Give overview of disaster, impact on community, major response efforts to date, and any obvious needs requiring resolution.

EMA or Govt. Official

### V. Federal Declaration Process/Status

Give overview of federal declaration process. Emphasize that we cannot wait on this process. Task Force should proceed as if no declaration was possible.

EMA or Govt. Official

### VI. Service Available

Each organization has a few minutes to explain the services they have to offer victims on this disaster. They also share their client selection criteria or program limitations.

Lead Agency Representative

Many agencies may have disaster programs available and may not even realize it; especially interfaith and government agencies. Encourage agency representatives to contact their regional, district, or state offices and inquire. They are often very surprised what is available within their own organization. Some agencies may be able to flex or relax program requirements to accommodate disaster victims.

Some people capture responses on easel pads to help validate and/or create a referral list to share. (See item V below)

## VII. Identify Community Needs

Lead Agency Representative

Using easel pad and markers, brainstorm needs from those in attendance. The list can include needs of clients, the community, or needs of represented organization so that it can better provide disaster services. Once brainstorming is done, return to the list and classify each as immediate or longer-term. Today you are looking for immediate needs to address. Other needs can be addressed at later meetings.

Develop a strategy for addressing immediate community needs. The "needs list" will change over time to reflect the stages of response. Old ones should get addressed and new ones will emerge.

One of the common topics is casework management. Who will manage the client cases? Is there need for a central repository or system? Confidentiality? Sometimes just educating caseworkers from each agency about services and resources available can meet this need. They can simply make appropriate referrals. Every operation and community response is different, but this is always a topic of considerable discussion. Church World Service has field representatives trained in this area.

Caution: Stay focused on disaster caused needs. Know when to terminate the task force. Do not begin looking for needs to substantiate the existence of the task force.

## VIII. Agency Referral Listing

Lead Agency Representative

Ameri-Corp team members should continually strive to produce and update a referral list that is shared with all agencies and organizations. The list serves two purposes: (1) Guides clients with disaster caused needs to the appropriate agency or agencies and (2) Guides general citizens with pre-existing needs back into the community social service network.

## VIV. Select Next Meeting

Lead Agency Representative

Some task forces select a routine pattern for their meetings (like every Tuesday and Thursday for the first few weeks) while others prefer to schedule their next meeting one at a time following the current meeting.

It is typical to meet several times a week for The first few week then transition into weekly meetings. Eventually it will transition into every other week or monthly until the task force's work is completed.

Meeting Attendance Roster (PLEASE PRINT)

Date: \_\_\_\_\_

<b><u>Organization</u></b>	<b><u>Contact Name</u></b>	<b><u>Mailing Address</u></b>	<b><u>Phone/Fax</u></b>	<b><u>Email</u></b>

### Site requirements for Initial Meeting Location (optimal)

Easy to find

Ample parking

Tables and Chairs for 50-60 people (adjust # as necessary - set up in large square or "conference style")

Microphone and speaker system if meeting is very large

Registration table and 2 chairs

Table for printed information and resources (if appropriate)

Host agency usually provides coffee and beverages (no snacks or food)

### Supply List - Items needed for Initial Meeting

2 - newsprint pads

2 - newsprint pad easel style holders

6 - assorted color large magic markers for newsprint & name tents

1 - roll blue painters tape (or masking tape)

50 - Copies of meeting agenda (adjust # as necessary)

10 - Copies of *Meeting Attendance Roster* (Sign-in Sheet)

50 - Copies of Referral List currently in use (can usually be obtained from the American Red Cross and/or Salvation Army - adjust # as necessary)

6 - Ink pens

2 - Legal or steno pads for note taking, etc.

50 - sheets blank copy paper to be folded for name tents (adjust # as necessary)  
(fold paper in half (top to bottom) then fold in half again (top to bottom). This should create a temporary name tent.)